

## 1.0 Executive Summary

This service provides the certified Schneider Electric field service engineers needed to energize and check the functionality of your System in all modes of operation providing the customer with the assurance that the Back-UPS®, Smart-UPS® or Symmetra® has been Started-Up according to Schneider Electric service standards and specifications.

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## 2.0 Features & Benefits

Features	Benefits
Standard 5x8 Service Scheduling	Schneider Electric service will dispatch certified Schneider Electric field service engineers to energize and check the functionality of your system in all modes of operation
Provide qualified and approved service personnel	Frees customer resources to concentrate on core business activities.
Train customer support staff on basic operation of the equipment	Provides the customer with enhanced operation and maintenance knowledge.
Supply all necessary labor and material	Schneider Electric service trained and certified professionals ensure your system is started-up to manufacturer's specifications and all work is done in a professional and orderly manner.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.

## 3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric service will perform the work described and create a printed document summarizing the results.

System Environment	
Activities	Description
<b>Environmental Requirements</b>	Schneider Electric service will check the Back-UPS®, Smart-UPS® or Symmetra® to ensure there are no signs of damage, the environment is suitable for operation and that there will be sufficient clearance around the system for service.
<b>Installation Check</b>	Schneider Electric service will verify the Back-UPS®, Smart-UPS® or Symmetra® System is positioned properly and all Netshelter and InfraStruXure Management accessories are installed (if applicable).
	Schneider Electric service will check that the Input Circuit Breaker and transformer (if applicable) in the Back-UPS® or Smart-UPS® System is sized properly, the power wiring to the system Input Circuit Breaker is correct and the Grounding Electrode Conductor (GEC) is installed properly.
	Schneider Electric service will check that the incoming voltages match the nameplate phase and voltage listing and that the system is properly grounded.
	Schneider Electric service will verify that all power connections are properly torqued and meet applicable national and local codes.

Start Up	
Activities	Description
<b>Perform Start Up</b>	Schneider Electric service will energize and check functionality of the system in all modes to ensure compliance with manufacturer specifications.
<b>Functional Tests</b>	Schneider Electric service will verify that all internal functions are operating according to defined UPS specifications.

<b>Verification</b>	
Activities	Description
<b>Voltage check</b>	Schneider Electric service will check that the system output voltage is within defined UPS specifications.
	Schneider Electric service will verify the proper regulation of output waveform.
	Schneider Electric service will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
<b>Bypass check</b>	Schneider Electric service will ensure that the UPS bypass functions, static and manual, are operating properly.
<b>Front panel check</b>	Schneider Electric service will record all front panel readings.

## 4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric service.

- All services performed on-site by Schneider Electric service will be executed during business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am. To 5pm weekly, local time. Exceptions are holidays.
- Schneider Electric service will provide the customer with authorized service personnel to start up the Back-UPS®, Smart-UPS® or Symmetra® System.
- Schneider Electric service will provide the customer with a Start-UP checklist indicating that the system was properly energized and the functionality of the system was verified in all modes of operation to ensure compliance with manufacturer specifications.
- Start-Up Service Upgrades are available on a 7 x 24 basis, including weekends and holidays. (Not available in all locations. Please consult with your local Schneider Electric service sales representative for coverage in your area).
- If the customer's network is not available during the Start-Up, Schneider Electric service will not be able to:
  - Validate network address information.
  - Setup email notification within the InfraStruXure Manager (if applicable).
- The Back-UPS®, Smart-UPS® or Symmetra® may require an electrician for proper installation. Please consult your Installation Manual.
- Customer must purchase one Start-Up service per unit.
- Allow for a two-week lead time in service scheduling

The following items are outside the scope of this standard service offering. Start-Up of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric service sales representative for more details.

**Equipment not provided by APC by Schneider Electric. Examples include but are not limited to:**

- Third party components
- Switchgear
- Information Technology (IT) Equipment

**Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:**

- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized testing or commissioning services

## 5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric and customer.

### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule qualified and approved engineers to perform service.
- Manage and coordinate scheduling
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open Schneider Electric and/or customer issues.

### 5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Start-Up Service can be conducted.
- Provide (1) Ethernet cable to the InfraStruXure Manager Hub (if applicable).
- Provide a named resource for scheduling of the service.
- Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training.

## 6.0 Project Work Detail

The information stated here are the details of the project performed by Schneider Electric service for the customer with specifications to schedule, location and successful completion criteria.

### 6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric service and the customer.

### 6.2 LOCATION

The location of this installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

### 6.3 COMPLETION CRITERIA

Schneider Electric service is expected to have finished its written duties when one of the following occurs:

1. Schneider Electric service completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the Schneider Electric service Customer Agreement.

### 7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part.

Other uses for this document are prohibited without written consent by Schneider Electric.

All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails.

Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

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